

## **PLEASURE BEACH POLICY STATEMENT ON SAFETY FOR PEOPLE WITH DISABILITIES**

Pleasure Beach is a member of BALPPA (British Association of Leisure Parks, Piers and Attractions) and welcomes visits by people with disabilities to its Amusement Park.

Pleasure Beach will do everything possible to ensure its guests have a safe and pleasurable stay. However, certain rides and attractions in our Park are physically demanding and vigorous. Pleasure Beach therefore reserves the right to refuse admission to any ride or attraction should we feel there is an unacceptable risk to your safety or the safety of others should they participate.

Pleasure Beach have been advised that in refusing to provide admission to rides and attractions on the grounds of health and safety this is not discriminatory and this is provided for in the Equality Act 2010. This view is endorsed by the HSE.

Blackpool Pleasure Beach hopes that you understand and accept this statement, which is made in the interests of health and safety.

Our staff have been trained to look after our guests and they do so conscientiously. If an operator is worried for your safety he/she will say so and may ask for a second opinion from a supervisor or manager. Please be patient, he/she will be doing his/her best to help you to enjoy a happy and safe day.

We want all our guests to get the most out of our Park and enjoy as many attractions as possible. Unfortunately, following a comprehensive review, not all of our rides and attractions are accessible by all of our guests. Amusement Park rides and attractions are uniquely engineered and their use are not everyday normal activities. As you know your disability and the limitations it presents we hope that our Mini Access guide (available on our website), along with general ride restrictions detailed on signage at each ride, will enable you to assess your own abilities and make an informed decision about which attractions you are able to, or wish to use.

For our guests who are or believe they are pregnant we recommend caution be taken before using our rides and attractions. Due to the forces exerted and the need to have belts and harnesses fastened it may not be suitable to ride.

For further information when you arrive please ask at the Information Desk on the ground floor of the Casino Building.

Before your visit, contact us on 0333 003 2212 or visit our website at [www.blackpoolpleasurebeach.com/accessibility](http://www.blackpoolpleasurebeach.com/accessibility)

We would like to know if you have enjoyed your visit. We welcome any comments and suggestions you may have regarding Blackpool Pleasure Beach, its facilities or this guide.

Please let us know what we could do to make your visit more enjoyable.

Address: Customer Services Department, Blackpool Pleasure Beach, FY4 1EZ.

Email: [guestservices@pleasurebeachblackpool.com](mailto:guestservices@pleasurebeachblackpool.com)

## **GENERAL ACCESS INFORMATION**

Pleasure Beach is constantly upgrading its facilities so please check the full list of rides and attractions that accommodate guests with disabilities prior to your visit. On the majority of rides, guests using a wheelchair must transfer from the wheelchair to the ride vehicle. However, many of our rides provide access for guests in wheelchairs to the ride platform.

At certain times of the year we operate at dusk or in the dark. Whilst the park walkways are illuminated this is at a reduced level and additional care must be taken, our rides and attractions then have special lighting effects in operation.

Some of our rides are not suitable for some forms of disability. However, we will endeavour to accommodate guests with disabilities whenever it is safe to do so. Most of our rides are clearly visible and we recommend that you observe their operation before queuing or ask a member of staff for advice.

Access to certain rides may depend upon the number of ride vehicles in service at the time. In order to ensure that we can safely and quickly evacuate a ride in the event of an emergency, we operate a policy of only one person with a disability may ride per carriage or per train.

During peak periods queues do occur and if your disability would cause you a problem during these periods please contact our Customer Service Hotline who will be able to advise you on the best times to visit Blackpool Pleasure Beach. Call 0333 003 2212 for details.

Your safety is our prime concern and consequently the Company reserves the right to refuse admission to a ride if we feel that your safety or the safety of others may be at risk. This important rule applies to all our visitors. If in doubt, please ask a ride operator or any of our available management staff. Please note that their judgement will be based upon considerable experience and their decision is final.

Please note that, for the health and safety of our guests and of our staff, operators are not permitted to physically transfer guests into and out of a ride carriage. We recommend that a member of your party assists you and accompanies you on the rides whenever possible.

The safety restraints systems on some rides and attractions are configured in such a way that may prevent some guests from riding if their body size is such that the restraint cannot be fully deployed. Please note that shirts and shoes must be worn at all times on the rides.

## **RIDE EVACUATION**

There are occasions when guests will be required to be evacuated from a ride. In such a situation our trained staff will attend and perform a controlled evacuation. Due to the configuration of amusement rides when an evacuation is required guests will be required to exit the ride carriage and then walk along a designated route to exit the ride, this may include the need to use a flight of stairs, sometimes at height and in low light conditions.

Whilst our staff will provide instruction, direction and accompany guests along the route they are not permitted to make physical contact with a guest except in the simplest way e.g.: where a restraint is to be released. Therefore, guests must ensure that they are able to take part in an evacuation, and if assistance would be required they should ensure that they are accompanied by a person who is able to ensure that this can be achieved.

Due to the limited access space along certain evacuation routes lifting or transporting aides e.g.: hoists/wheelchairs are not available. During an evacuation our experienced staff will assess the situation and decide on the safe method to evacuate all guests. Depending upon a guest's disability it may be necessary to evacuate them last.

Blackpool Pleasure Beach possesses Evacuation Chairs that can be used on some rides to assist with an evacuation if required. Our staff are trained to use this equipment. Guests will be informed and we ask for your patience and understanding and everything will be done to ensure a person's reasonable safety is maintained.